



## Anthimos Vougioukas

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<b>Personal Information:</b>	Date of Birth: February 18th, 1974 Marital Status: Single / Nationality: Greek Military Service: Fulfilled
<b>Strengths, Skills &amp; Working Experience</b>	
<b>Strengths</b>	<ul style="list-style-type: none"><li>✓ Guest Focused, Customer oriented.</li><li>✓ Leadership</li><li>✓ Self-Motivated</li><li>✓ Integrity/Personal Ownership</li><li>✓ Communication &amp; Listening</li><li>✓ Drive for Results</li><li>✓ Business Planning/Financial Responsibility</li><li>✓ Managing Performance Decision Making/Problem Solving</li><li>✓ Consulting</li><li>✓ Strategic Advisor</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>✓ Organizational &amp; Communication skills</li><li>✓ General knowledge of various employment laws and practices in multiple countries.</li><li>✓ High level of confidentiality</li><li>✓ Excellent computer skills in a Microsoft Office environment</li><li>✓ Presentation skills</li></ul>
<b>Atlantica Hotels &amp; Resorts</b> Kos Greece Mar 2021 – Present  <b>F&amp;B Director Atlantica Beach Resort &amp; Suites</b>  Responsible for the Overall Management of the Food & Beverage Dept with special attention to the financial & quality results.	<b>Key Responsibilities:</b> <ul style="list-style-type: none"><li>✓ Company's F&amp;B Dept Budget, revenues and costs, monitor and follow up</li><li>✓ FB Product/Concept Specifications and Directives</li><li>✓ Organization and implementation of Food &amp; Beverage Quality and Hygiene Standards in cooperation with AHM Quality Dept.</li><li>✓ F&amp;B Control system and procedures in cooperation with AHM Control Dept.</li><li>✓ F&amp;B Staff employment and training, F&amp;B staff performance, productivity, and discipline.</li><li>✓ Cooperation and guidance of the Chef in Menu planning.</li><li>✓ Overall procedures in the management of all areas of the dept including Kitchen, Stewarding, Restaurants, Bars, Stores rooms.</li><li>✓ Quality Results follow-up, monitor and control.</li><li>✓ Online Reputation Management and response.</li><li>✓ Product development &amp; new ideas.</li><li>✓ In-house sales and promotion. Staff productivity, Customer care.</li></ul>

**Buffalo Wings & Rings International, Franchisor**  
Amman, Jordan  
2018 – 2020

**Director of Operations & Training International**

**Key Responsibilities:**

- ✓ Build, establish and manage best in class operational standards, including back of house (BOH) and front of house (FOH).
- ✓ Comprehensive oversight of every aspect of the restaurant business to ensure that BWR's standards of quality and service are maintained.
- ✓ Build a routine monthly/quarterly operational review scorecard for all stores in market.
- ✓ Identify and implement areas to further optimize standard BWR operational practices for system wide introduction.
- ✓ Build and refine existing and new in-store training programs.
- ✓ Identify, groom, and mentor talented store staff to lead MENA New Store Opening (NSO) training.
- ✓ Share results, key performance indicators, ongoing priorities, and results for operating initiatives with all internal and external stakeholders.
- ✓ Coach and mentor all levels of management to elevate the skills and will needed to build sales and customer bases while managing costs.
- ✓ Assist with the installation and management of marketing plans and strategies constructed by the MENA Marketing Executive Team.
- ✓ Oversees management training programs to ensure an adequate number of managers are available internally to sustain growth of organization.
- ✓ Organizes, coordinates and conducts regional District/General Manager meetings dealing with sales, profits, employee management and management development.
- ✓ Conducted periodic reviews of inside and outside units to ensure that they are clean, well-stocked with supplies, and are in good repair.

**Buffalo Wings & Rings International**

**Franchise Business Manager**  
(Lebanon, Cyprus, Jordan, Bahrain).  
Apr 2019 - Present

**Key Responsibilities:**

- ✓ Assisting franchisees with the development of their local managerial, operational and infrastructure support including human resources, finance, accounting, legal, and local store marketing manager teams.
- ✓ Building and replicating training and mentoring systems for store management and new store employees.
- ✓ Creating and instilling programs and a culture of continuous training at all levels of store activity.

**Al Gharbiyeh Management company (Buffalo Wings & Rings Jordan)**  
Amman, Jordan  
Oct 2018- April 2019

**Key Responsibilities:**

- ✓ Support Jordan management company along with my duties as Director of Operations International as part of Franchisor support to Jordan market.
- ✓ Determine current and future manpower plans quarterly and succession planning for both restaurant managers and team members, with the assistance of the Human Resources.
- ✓ Facilitates and approves all Management vacation time throughout the year.
- ✓ Determines weekly pars for the organization and ensures that labor hours are in tune with sales, reviews all weekly schedules including approving
- ✓ Conducts biannual performance assessments (PAs), manages quarterly score cards and creates individual development plans for Management team in conjunction with the HR Division.
- ✓ Ensures that units follow all local, regional, and national laws and have all the required documentation.
- ✓ Identifies and celebrates the team and member recognitions, contests and store records for the organization.
- ✓ Responds to guest services compliment/complaint calls for units in region. Ensures unit management responds to compliment/complaint calls

<p><b>IKEA Greece – House market S.A, Fournalis Group</b> Greece 2016-2018</p> <p><b>Food &amp; Beverage Manager</b></p> <p><b>Certified manager by IMO Organization for ASC/MSK products.</b></p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Oversees all aspects of Food &amp; Beverage sectors of IKEA store.</li> <li>✓ Achieve company KPI's and goals.</li> <li>✓ Ensure best customer experience and have customers as priority.</li> <li>✓ Ensure all company, legal and health &amp; safety are always followed in all areas of responsibility.</li> <li>✓ Monitor and manage all operating costs and P&amp;L elements.</li> <li>✓ Select, train, develop, coach and maintain a motivated team capable of achieving the agreed objectives</li> <li>✓ Ensure HACCP rules are being followed properly and ISO 22000 is implemented accordingly by all F&amp;B employees.</li> <li>✓ Acting Store Manager duties as a part of management team role &amp; responsibilities.</li> </ul>
<p><b>Porto Carras Grand Resort 5*,</b>  Greece May 2013- Nov 2015</p> <p><b>Food &amp; Beverage Manager</b></p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Oversees all F&amp;B outlets of Porto Carras Grand Resort and Casino Porto Carras.</li> <li>✓ Achieve company KPI's and goals.</li> <li>✓ Manage all aspects of the restaurant's business, operations, and facilities.</li> <li>✓ Facilitating /assisting in capital planning for new equipment and/or remodeling.</li> <li>✓ Ensure best customer experience and have customers as priority.</li> <li>✓ Ensure all company, legal and health &amp; safety are always followed in all areas of responsibility.</li> <li>✓ Monitor and manage all operating costs and P&amp;L elements.</li> <li>✓ Select, train, develop, coach and maintain a motivated team capable of achieving the agreed objectives.</li> <li>✓ Directly supervising 8 Maître &amp; Captains and hourly Team Members (approx. 100).</li> <li>✓ Organized and successfully executed World Chess Championship, Kid's Eurovision contest, World &amp; Balkan Horse-riding events.</li> <li>✓ Participating to Resort management team meetings.</li> </ul>
<p><b>Baneasa Development SRL,</b>  Bucharest, Romania Dec 2013- Feb 2014</p> <p><b>F&amp;B Consultant -Grand Combo Project</b></p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Site constructions overseeing along with the Project manager.</li> <li>✓ Menu engineering and costing files.</li> <li>✓ Recipe cards and training materials creation.</li> <li>✓ Recruited and trained management team.</li> <li>✓ Ensure all company, legal and health &amp; safety are always followed.</li> <li>✓ Evaluation of the team &amp; store readiness for the opening.</li> </ul>
<p><b>Ruby Tuesday Greece</b> 2006-2012</p> <p><b>Director of Operations</b></p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Director of Operations for Ruby Tuesday Master Franchisee in Greece (Athens, Thessaloniki, Glyfada and The Mall Athens).</li> <li>✓ Liaison with Ruby Tuesday Inc.</li> <li>✓ Supervising and evaluate Store Managers, Management Team and team members.</li> <li>✓ Control of all operating expenses and performance of company's KPI's.</li> <li>✓ Leader of the N.S.O. team (New Store Opening Team). Preparation for the launching of new stores in Athens, Thessaloniki, Ioannina, Glyfada in cooperation with the team of Ruby Tuesday Inc.</li> <li>✓ Share results, key performance indicators, ongoing priorities, and results</li> </ul>

	<p>for operating initiatives with all internal and external stakeholders.</p> <ul style="list-style-type: none"> <li>✓ Ensures unit's successful implementation of all marketing Strategies</li> <li>✓ Responds to guest services compliment / complaint calls for units in region</li> <li>✓ Organizes, coordinates and conducts regional General Manager meetings, dealing with sales, profits, employee management and management development</li> <li>✓ Facilitates / assists in capital planning for new equipment and /or remodeling (R&amp;M) annually and day to day supervision of R&amp;M support team</li> </ul> <p><b>Company Achievements:</b></p> <ul style="list-style-type: none"> <li>✓ Store Award for Ruby Tuesday at The Mall Athens as the first in sales in 2007 among the branches of Ruby Tuesday Inc. worldwide.</li> </ul>
<p><b>Ruby Tuesday Greece</b> 2003-2006</p> <p><b>General Manager</b> <b>Thessaloniki store</b></p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Site constructions overseeing along with the Project manager.</li> <li>✓ Developing the restaurant's annual operating budget, controlling profit and loss centers and agreeing with the Director of Operations.</li> <li>✓ Manage all aspects of the restaurant's business, operations, and facilities.</li> <li>✓ Coaching, counseling, and developing managers in building sales and controlling costs.</li> <li>✓ Managing the business consistently according to Ruby Tuesday standards.</li> <li>✓ Achieve company KPI's and goals.</li> <li>✓ Ensure best customer experience and have customers as priority.</li> <li>✓ Ensure all company, legal and health &amp; safety are always followed in all areas of responsibility.</li> <li>✓ Monitor and manage all operating costs and P&amp;L elements.</li> </ul>
<p><b>TGIF Greece</b> 02/2000-11/2002</p> <p><b>FOH &amp; Bar Manager</b> Kifissia store</p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ Ensure Bar orders and supplies according to par levels.</li> <li>✓ Conducted inventories.</li> <li>✓ Beverage cost control, department responsibility.</li> <li>✓ Preparation &amp; execution of 1<sup>st</sup> Bartender Championship Competition for TGIF Greece.</li> <li>✓ Managing the bar operations according to T.G.I. Friday's standards and procedures.</li> <li>✓ Monitor and manage all bar costs and P&amp;L elements.</li> <li>✓ Select, train, develop, coach and maintain a motivated team capable of achieving the agreed objectives</li> <li>✓ Support to Opening management team in Patra's store</li> </ul>
<p><b>TGIF Greece</b> 08/1999-02/2000</p> <p><b>FOH Manager</b> Pagkrati Store</p>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>✓ New store opening management team member.</li> <li>✓ Interview and hire candidates.</li> <li>✓ Control all profit and loss centers including food, beverage and labor cost.</li> <li>✓ Perform all station functions and meet qualification standards.</li> <li>✓ Achieve company KPI's and goals.</li> <li>✓ Ensure best customer experience and have customers as priority</li> </ul>

<b>TGIF Greece</b> 12/1997 – 06/1999  <b>Assistant Manager &amp; In store Trainer</b>	<b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>✓ Managing operations consistently according to T.G.I. Friday's standards and procedures. Ensure team is focusing in company's KPI's.</li> <li>✓ Supervising and coaching team members on day-to-day operations.</li> <li>✓ Assisting Store manager &amp; Manager on duty during shifts and several projects.</li> <li>✓ Participate in management meetings.</li> <li>✓ Conduct NSO seminars for new trainers.</li> </ul>
<b>Hellenic Navy</b> 1992-1997  <b>Air Controller</b>	<b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>✓ Graduated from the Naval Tactical &amp; Training School (NTTS) of the Hellenic Navy as Certified Air Controller (Air Traffic Controller for Aircraft &amp; Helicopter Maritime Cooperation) and provided services as military personnel, petty officer.</li> <li>✓ Multiple participations in several NATO operations in the Mediterranean and Adriatic seas.</li> </ul>
<b>Awards</b>	<ul style="list-style-type: none"> <li>✓ 2008 "International High-Sales Volume Restaurant" award as Director of Operations - Ruby Tuesday Inc.</li> <li>✓ 1996 Award and medal decoration for participation in peacekeeping mission in the Standing Naval Force Mediterranean (STANAVFORMED). Hellenic Navy</li> <li>✓ 1995 Graduated First as an Air Controller in class rating from the Hellenic Navy Tactical Training School (NTTS). Hellenic Navy</li> </ul>
<b>Attendances</b>  <b>Seminars &amp; Conferences</b>	<ul style="list-style-type: none"> <li>✓ 2019 International Owners Conference Buffalo Wings &amp; Rings – Jordan</li> <li>✓ 2018 Selling the IKEA Way – IKEA Thessaloniki, Greece</li> <li>✓ 2017 Discovering the IKEA Concept – IKEA Delft, Netherlands.</li> <li>✓ 2016 ASC/MSC training for seafood by IMO.</li> <li>✓ 2016 Active Selling Seminar – Fourlis Group Learning Academy- IKEA Greece</li> <li>✓ 2016 Meet &amp; Greet Seminar – Fourlis Group Learning Academy - IKEA Greece</li> <li>✓ 2016 Your Role &amp; Profile as Manager – Fourlis Group Learning Academy - IKEA Greece</li> <li>✓ 2016 Train the Trainer Seminar – Fourlis Group Learning Academy – IKEA Greece</li> <li>✓ 2016 ISO 22000 training and implementation.</li> <li>✓ 2016 Safety &amp; Hygiene Seminar – Fourlis Group Learning Academy – IKEA Greece</li> <li>✓ 2012 Young Farmers Congress - Greece</li> <li>✓ 2010 International Owners Conference Ruby Tuesday – Kuwait</li> <li>✓ 2008 International Owners Conference &amp; Master Food &amp; Beverage Seminar - Ruby Tuesday Inc. Tennessee.</li> <li>✓ 2007 International Owners Conference &amp; International Restaurant Operator Seminar - Ruby Tuesday Inc. Tennessee &amp; Atlanta Georgia. Certified as Director of Operations by Ruby Tuesday Inc.</li> <li>✓ 2006 HACCP Seminar – Hellenic Food Authority (EFET) Greece.</li> <li>✓ 2003 Restaurant Management Essentials (General Manager Skills) - Ruby Tuesday Inc. Tennessee. Certified as General Manager.</li> <li>✓ 2003 Food &amp; Beverage Management / Point of Sales - Sunsoft.</li> <li>✓ 2001 Great Food Quality Seminar - TGI Friday's</li> <li>✓ 1999 Restaurant Manager training &amp; Restaurant Management Essentials – Certified by Carlson Restaurant Worldwide, Parsippany New Jersey &amp; Dallas Texas.</li> <li>✓ 1999 Serving Safe Food Seminar – Dallas Texas.</li> <li>✓ 1993 TMA Analysis Seminar - Greece.</li> </ul>

Qualifications	
<b>Education</b>	<ul style="list-style-type: none"> <li>✓ 2017 Hellenic Open University – Business &amp; Organization Management.</li> <li>✓ 2009 University of Athens - Certificate titled «Business Administration».</li> <li>✓ 1995 Hellenic Naval Tactical Training School (HNTTS)- Diploma Air Controller (Air Traffic Controller Aircraft &amp; Helicopter Maritime Cooperation).</li> <li>✓ 1992 Hellenic Navy School of Marine &amp; Navigation - Degree in Marine &amp; Navigation.</li> <li>✓ 1991 2nd General Lyceum of Chalkida - High School Graduate Grade 18 &amp; 3/11.</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>✓ Greek (Native)</li> <li>✓ English (Very Good)</li> <li>✓ Arabic (entry level)</li> </ul>
<b>Computer &amp; Other Skills</b>	<ul style="list-style-type: none"> <li>✓ MS OFFICE</li> <li>✓ Hospitality systems: (Micros 2700/3700/8700 - Pos AMBROSIA &amp; ALEXANDROS - Back office Alexandros - Epicuros Pos &amp; Epitome – Navision - Par Pixel).</li> <li>✓ Holder of driving License (International, Greek &amp; Jordanian).</li> <li>✓ Holder of speedboat operator License.</li> <li>✓ Social Media User</li> </ul>
<b>References</b>	<ul style="list-style-type: none"> <li>✓ Mr. John Eberly, CEO Buffalo Wings &amp; Rings Intl ,email:j.eberly@bwr-intl.com</li> <li>✓ Mr. Philip Papadopoulos – Country General Manager, Marriott Hotels, Jordan: +96265607607, +962775877711, email: Philip.papadopoulos@marriott.com</li> <li>✓ Mr. Papadakis George - Human Resources Manager at Kipriotis Hotels: +30-6937469326</li> <li>✓ Mr. Kritselis Iraklis – CEO at Costa Coffee, Cyprus: +357 99877367 &amp; +30-6948787397</li> <li>✓ Mr. Negas Nikos - Managing Director at Friday's Restaurants Greece: +30-6932413313</li> <li>✓ Mr. Stracener Roger - Vice President of International Franchise Operations at Romacorp, Inc. Tony Roma's, Email: roger.stracener@gmail.com – Mobile: 001-251-753-7534</li> <li>✓ Mr. Thenamkodath George - Regional Operations Director at Red Robin Gourmet Burgers Tennessee. Email: george37922@gmail.com</li> <li>✓ Mr. Argentopoulos George - CEO, Allfrom Real Estate Group Romania Email: argentopoulos@gmail.com –Mobile: +30-6976008320</li> </ul>